

Appendix 1 - UT-051498

2005 - August YTD	Residence Customers Receiving Credits	Residence Credits Paid	Business Customers Receiving Credits	Business Credits Paid	Total # of customers	Total Dollar Credits Paid
Missed Commit/Appt Install	3,317	\$177,547	1,499	\$82,748	4,816	\$260,295
Missed Commit/Appt Repair	6,567	\$328,350	815	\$40,750	7,382	\$369,100
TOTAL	9,884	\$505,897	2,314	\$123,498	12,198	\$629,395
Projected Missed Commit/Appt Install	4,976	\$266,321	2,249	\$124,122	7,225	\$390,443
Projected Missed Commit/Appt Repair	9,851	\$492,525	1,223	\$61,125	11,074	\$553,650
Projected GRAND TOTAL	14,827	\$758,846	3,472	\$185,247	18,299	\$944,093

2005 - August YTD	Residence	Business	Total
Missed Appointments - Install	3,013	1,041	4,054
Missed Commitments - Install	700	236	936
Missed Appointments - Repair	5,145	906	6,051
Missed Commitments - Repair	635	95	730
TOTAL	9,493	2,278	11,771
Projected Missed Appt - Install	4,520	1,562	6,082
Projected Missed Commit - Install	1,050	354	1,404
Projected Missed Appt - Repair	7,718	1,359	9,077
Projected Missed Commit - Repair	953	143	1,096
Projected GRAND TOTAL	14,241	3,418	17,659

Delayed Primary - August YTD	Amount Paid - Res	Amount Paid - Business	Projected - Business & Residence
Amount of Credit - 1st months charge	\$22,958	\$25,693	\$72,977.00
Amount of Credit - Install	\$56,483	\$45,871	\$153,531.00
Amount of Credit - \$100	\$196,050	\$69,635	\$398,528.00
Amount of Credit - Cell Vouchers	\$263	\$191	\$681.00

Remote Call Forwarding	\$176	\$0	\$264.00
Credits Paid - YTD	\$275,930	\$141,390	\$625,981.00

Appendix 2 - UT-051498

2005 - August YTD	Residence	Current Rate \$50	Credit	Business	Current Rate \$50	Credit	Total
Missed Appointments - Install	3,013	50.00	150,650.00	1,041	50.00	52,050.00	202,700
Missed Commitments - Install	700	50.00	35,000.00	236	50.00	11,800.00	46,800
Missed Appointments - Repair	5,145	50.00	257,250.00	906	50.00	45,300.00	302,550
Missed Commitments - Repair	635	50.00	31,750.00	95	50.00	4,750.00	36,500
TOTAL	9,493	50.00	474,650.00	2,278	50.00	113,900.00	588,550
<b>Projected Missed Appt - Install</b>	<b>4,520</b>	<b>50.00</b>	<b>226,000.00</b>	<b>1,562</b>	<b>50.00</b>	<b>78,100.00</b>	<b>304,100</b>
<b>Projected Missed Commit - Install</b>	<b>1,050</b>	<b>50.00</b>	<b>52,500.00</b>	<b>354</b>	<b>50.00</b>	<b>17,700.00</b>	<b>70,200</b>
<b>Projected Missed Appt - Repair</b>	<b>7,718</b>	<b>50.00</b>	<b>385,900.00</b>	<b>1,359</b>	<b>50.00</b>	<b>67,950.00</b>	<b>453,850</b>
<b>Projected Missed Commit - Repair</b>	<b>953</b>	<b>50.00</b>	<b>47,650.00</b>	<b>143</b>	<b>50.00</b>	<b>7,125.00</b>	<b>54,775</b>
<b>Projected GRAND TOTAL</b>	<b>14,241</b>	<b>50.00</b>	<b>712,050.00</b>	<b>3,418</b>	<b>50.00</b>	<b>170,875.00</b>	<b>882,925</b>

2005 - August YTD	Residence	Proposed Rate - Res \$25 -Appt & Commit	Credit	Business	Proposed Rate - Bus \$50 - Appt & Commit	Credit	Total
Missed Appointments - Install	3,013	25.00	75,325.00	1,041	50.00	52,050.00	127,375
Missed Commitments - Install	700	25.00	17,500.00	236	50.00	11,800.00	29,300
Missed Appointments - Repair	5,145	25.00	128,625.00	906	50.00	45,300.00	173,925
Missed Commitments - Repair	635	25.00	15,875.00	95	50.00	4,750.00	20,625
TOTAL	9,493	25.00	237,325.00	2,278	50.00	113,900.00	351,225
<b>Projected Missed Appt - Install</b>	<b>4,520</b>	<b>25.00</b>	<b>113,000.00</b>	<b>1,562</b>	<b>50.00</b>	<b>78,100.00</b>	<b>191,100</b>
<b>Projected Missed Commit - Install</b>	<b>1,050</b>	<b>25.00</b>	<b>26,250.00</b>	<b>354</b>	<b>50.00</b>	<b>17,700.00</b>	<b>43,950</b>
<b>Projected Missed Appt - Repair</b>	<b>7,718</b>	<b>25.00</b>	<b>192,950.00</b>	<b>1,359</b>	<b>50.00</b>	<b>67,950.00</b>	<b>260,900</b>
<b>Projected Missed Commit - Repair</b>	<b>953</b>	<b>25.00</b>	<b>23,825.00</b>	<b>143</b>	<b>50.00</b>	<b>7,125.00</b>	<b>30,950</b>
<b>Projected GRAND TOTAL</b>	<b>14,241</b>	<b>25.00</b>	<b>356,025.00</b>	<b>3,418</b>	<b>50.00</b>	<b>170,875.00</b>	<b>526,900</b>

2005 - August YTD	Residence Appt	Residence Commit	Comparison Rate - \$50 Appt / \$0 Commit	Credit	Business - Appt	Business - Commit	Comparison Rate - \$50 Appt / \$0 Commit	Credit	Total
Missed Appointments - Install	3,013		50.00	150,650.00	1,041		50.00	52,050.00	202,700
Missed Commitments - Install		700	0.00	0.00		236	0.00	0.00	0
Missed Appointments - Repair	5,145		50.00	257,250.00	906		50.00	45,300.00	302,550
Missed Commitments - Repair		635	0.00	0.00		95	0.00	0.00	0
TOTAL	8,158	1,335	50.00	407,900.00	1,947		50.00	97,350.00	505,250
Projected Missed Appt - Install	4,520		50.00	226,000.00	1,562		50.00	78,100.00	304,100
Projected Missed Commit - Install		1,050	0.00	0.00		354	0.00	0.00	0
Projected Missed Appt - Repair	7,718		50.00	385,900.00	1,359		50.00	67,950.00	453,850
Projected Missed Commit - Repair		953	0.00	0.00		143	0.00	0.00	0
Projected GRAND TOTAL	12,238	2,003	50.00	611,900.00	2,921	497	50.00	146,050.00	757,950